

CITY OF NEWTON

IN BOARD OF ALDERMEN

PUBLIC SAFETY & TRANSPORTATION COMMITTEE REPORT

WEDNESDAY, JUNE 6, 2012

Present: Ald. Ciccone (Chair), Yates, Harney, Schwartz, Fuller and Kalis

Absent: Ald. Johnson and Swiston

City Staff: Dori Zaleznik, Commissioner Health and Human Services Department; Captain Dennis Dowling, Dispatch Bureau Commander and Laura McGerigle, Dispatch Supervisor, Newton Police Department; Clint Schuckel, Director of Transportation; David Koses, Transportation Planner; Assistant Chief Paul Chagnon and Lieutenant Ed Melendez, Vice-President, Union, Newton Fire Department

Others Present: Dr. Chuck Pozner

DISCUSSION ITEM: Chairman's Note: At the Chair's request, Dori Zaleznik, Commissioner Health and Human Services Department will provide a presentation on duplicate street names.

NOTE: Commissioner Dori Zaleznik, Captain Dennis Dowling, Laura McGerigle and Dr. Pozner joined the Committee for discussion on this item.

Commissioner Zaleznik provided Committee members with a PowerPoint presentation, attached to this report. She stated the PowerPoint presentation describes several different incidents from other communities including concerning scenarios, audio, technology and telephone issues in communities who are affected when streets have duplicate names. Allowing duplicate street names sometimes affects the outcome of an incident and provides time delays. The Department of Health and Human Services Emergency Medical Services Committee (EMS) established in 1996 has nine members who meet monthly to discuss policies and issues.

Dr. Pozner said that duplicate streets are obviously troublesome, dangerous and most communities have made changes to duplicate street names to solve problems. Duplicate street names are not fair to the dispatchers and emergency personnel who make innocent mistakes when they are required to decide which street to dispatch personnel.

Ms. McGerigle described different 911 calls received and troublesome issues when street names are duplicated. The dispatcher must decide which street to dispatch personnel. Cell phones have the tendency to ping to the wrong tower. Visitors do not know duplicate street names exist in the City and may not be able to give a village name. Verizon Communications has made it very clear that they are not able to add a village name or zip code to the dispatch screen because there is no way to differentiate through the technology that Verizon has to differentiate between the villages even though they mail a bill to the residence.

The problem:

22 duplicate streets names in the City (not including street names that sound alike).

50% remaining duplicate street names are in Newton, MA.

Changing street names (large) would affect 767 residents and 26 commercial properties.
Changing street names (small) would affect 206 residents and zero commercial properties.
33 homes have the identical address number.

Why technology won't fix this?

Landline: Screen does not identify village, duplicate numbers exist and the dispatcher must decide which street to dispatch emergency personnel.

Cell Phone: Unreliable GPS capability and GPS technology is not universally available.

Telephone communication:

Newton residents to communicate to 911 use 75% landline and 24% cellular devices. Cellular use is growing and voice over is growing even less reliable.

Commissioner Zaleznik said the EMS Committee desires changing the names of smaller streets as soon as possible. New names are necessary. In community meetings, the problems are described. The EMS Committee will assist the resident and it is their intention to hold a resident assistance 'fair' at City Hall. The Board of Aldermen will have to approve and vote new street names. The City will absorb the fee involved for changing street names with the Registry of Deeds. When additional community meetings are organized, Ward Aldermen will be invited. The EMS Committee has committed to this change because of public safety. They realize some residents may not support the change. Residents may have an option to provide a new street name.

Committee members expressed their questions, concerns, requests and suggestions on this item.

Questions

How much will the necessary changes cost the resident?

Will sound alike street names be considered for change?

Concerns

Why Verizon cannot provide an address or zip code to the dispatch screen since bills are mailed to a specific address?

Requests/Suggestions

Some Committee members suggested that the EMS Committee take leadership over this change because of public safety and educating the citizens are necessary.

Chair Ciccone and Committee members thanked the EMS Committee for their presentation and realized they are facing a difficult task.

REFERRED TO PUBLIC SAFETY & TRANS AND FINANCE COMMITTEES

#172-12 **HIS HONOR THE MAYOR** requesting authorization to transfer the sum of fifty-five thousand dollars (\$55,000) from Fire/Rescue Overtime for the purpose of funding the purchase of workforce scheduling, communications-based software for the Fire Department. [05/29/12 @ 5:20 PM]

ACTION: **APPROVED 6-0**

NOTE: Assistant Chief Chagnon and Lieutenant Melendez joined the Committee for discussion on this item.

Assistant Chief Chagnon said that this transfer would allow the department the opportunity to purchase Kronos, a communications-based software program to schedule the department's workforce allowing them to leave the paper world. Currently, time-off requests are hand-written and pony expressed to station headquarters. The department is hopeful this software will eliminate some grievances by successfully scheduling employees. Other City departments will be able to use the software including the Police and DPW Departments.

The Executive, Fire, Fire Union and IT Departments met with representatives from three software companies deciding Kronos was superior. Their references are very positive and the cost is based on the number of employees who will use the software. The software will allow employees the opportunity to log in from home to request time off. The request will be time stamped and who authorized the request. The software is capable of generating over time lists and the department is hopeful the Communications Officer will have more time to accomplish other tasks.

Committee members expressed their questions and requests regarding this transfer.

Questions

Committee members asked why headquarters and not individual stations approve time-off requests, how many grievances have been filed and which municipalities use the system. They then asked if a service plan was purchased and if Kronos should be considered for all City departments.

Requests

Committee members requested a reference list be provided from Kronos. They fully support the transfer because it allows the department the opportunity to move forward. They encourage detailed training sessions for all department employees.

Lt. Melendez said headquarters approve the requests so that the entire department is properly manned. One station would not know the others absences. There have been quite a few grievances but he did not have an exact number. Kronos is currently being used in Boston, Beverly and Springfield they appear satisfied. Lt. Melendez said the system would be adapted to fit the City's requirements and he would request references from Kronos for Committee members.

Ald. Yates made the motion to approve this transfer request. Committee members agreed 6-0.

#417-11 **ALD. JOHNSON** requesting a discussion with the Department of Transportation regarding sound barriers along the Turnpike. [12/07/11 @ 9:29 PM]
HELD 8-0 on 01/04/12

ACTION: **HELD 6-0**

NOTE: Chair Ciccone requests this item be held until June 20, 2012. Without discussion, Ald. Yates made the motion to hold this item. Committee members agreed 6-0.

DISCUSSION ITEM: Chairman's Note: At the Chair's request, David Koses, Transportation Planner will provide Traffic Council Policy #3: Bike lane versus parking.

NOTE: Committee members received an email supporting Traffic Council Policy #3, attached to this report.

David Koses joined the Committee for discussion on this item. He provided Committee members with a revised policy and a desired bicycle routes map, both are attached to this report.

Traffic Council has adopted Policies #1 and #2. Policy #1 provides guidance for on-street parking issues, resident parking issues and emergency vehicle access issues. Policy #2 provides guidance for handicap parking requests.

Traffic Council Policy #3 was created as a recommendation from the Transportation Advisory Committee (TAC). TAC feels that Traffic Council should be basing their decisions on policies rather than on a case-by-case basis. The Transportation Advisory Group (TAG) developed this policy to assist Traffic Council's decisions in the implementation of bike lanes and removal of parking. This policy should not be considered a directive or mandate. "While this policy intends to create baseline support among Traffic Council members to vote in favor of implementing bicycle lanes cited in the Newton Bicycle Master Plan, and in certain other locations, Traffic Council will continue to gather comments from residents, elected officials and other interested parties...". The policy intends to provide a baseline of supporting bicycle lanes in the City to provide safety, attractiveness, create all users equally and the primary functions of a street in order to move vehicles.

The bicycle route map describes locations for streets that should be considered for bike accommodations or to make areas safer for bicycling.

Committee members expressed their questions, concerns, requests and suggestions on this policy.

Questions

Committee members asked the following questions:

They asked for clarification on the term "in those cases where parking demand is low"?

Is vehicle travel allowed in bike lanes?

Does the Board of Aldermen have a role with this policy?

What does the term connectivity between two destinations mean?

What else can be accomplished to promote bicycling and perhaps broaden the draft policy?

What can be done to assist Traffic Council with accomplishing their goals to create bike safety and accommodate every use of City streets?

Mr. Koses said that the City's Traffic Engineer collects traffic data, presents the data to Traffic Council regarding the number of vehicles parked on a street on average days. Vehicle driving is not allowed in bike lanes except in designated areas where the bike lanes are dashed allowing travel, usually where there is a right-hand turn. Traffic Council approved policies #1 and #2. The Board of Aldermen can advise and make recommendations to written policies. Mr. Koses then said connectivity allows the creation of a bike network in order to connect schools, village centers, and transit.

Concerns

Some members felt that policy sounds combative and is not completely clear regarding bike lanes. They then said that some citizens have strong feelings regarding removal of parking to implement bike lanes. If you remove parking in front of homes how would you approve a handicap-parking request? Some members said that they are opposed to remove parking because of the unfairness, burdens and negative impacts to homeowners. Some members said that some bike route suggestions on the bicycle routes map appear to be in unsafe locations. A balance is necessary for free commuter parking vs. resident parking. Committee members feel that safe bike paths are necessary and their biggest concern and first priority is SAFETY.

Requests/Suggestions

Some members suggested alternative bike routes for the bicycle route map. Committee members asked Mr. Koses to docket an item to review Traffic Council Policies #1 and #2.

Chair Ciccone opened the discussion for public comment. Approximately four residents were present for this discussion. They agreed safety is necessary and should remain a top priority. It is legal for vehicles to park for a short time in order to drop-off/pick-up passengers. They support accommodating bike lanes. They stated some alternate street parking is necessary in village centers. A resident stated that when parking is eliminated businesses suffer due to the many parking restrictions. Businesses also need to be accommodated and a comprehensive parking plan is necessary. A resident asked for clarification when traveling in bike lanes (rules of the road).

Committee members made alternative language suggestions to Mr. Koses and will provide him with these to consider when revising Traffic Council Policy #3.

Chair Ciccone and Committee members thanked Mr. Koses for his presentation.

At approximately 10:00 pm, Ald. Fuller moved to adjourn. Committee members agreed 6-0.

Respectfully submitted,

Allan Ciccone, Jr. Chairman



City of Newton, MA



Public Health
Prevent. Promote. Protect.

STREET NAMING

An innocent but potentially dangerous choice

Department of Health and Human Services
Emergency Medical Services Committee
City of Newton, Massachusetts

EMS Committee

- Dori Zaleznik, MD, Chair
- Charles Pozner, MD (Citizen)
- William Baker, MD (Citizen)
- Chief Bruce Proia (Newton FD)
- Chief Matthew Cummings (Newton PD)
- Captain Dennis Dowling (Newton PD)
- Donald Gentile (Newton FD)
- Laura McGerigle (Newton Dispatch)
- Ron Quaranto, EMTP (Cataldo Ambulance)

Our Concern

- Alleghany County, PA (2010)
 - Dispatched to Overlook St instead of Overlook Ct for fire
 - Dispatched to Overlook Dr instead of Overlook st for EMS (Patient died)
 - Dispatched to Bigelow Blvd instead of Bigelow Sq for EMS (Patient died)
 - Dispatched to Ella St (McKees Rock) instead of Ella St (Bloomfield) for a fatal fire

Pittsburgh Tribune Dec 23, 2010

More Concern

- Jackson County, MI (2008)
 - Chain saw accident
 - Dispatched to 1110 Lakeview Dr. (Wampler's Lake) instead of 1110 Lakeview Dr. (Sweezey Lake)
 - 30 minute delay

Jackson Citizen Patriot, May 7, 2008

- Boston, MA (2008)
 - Fatal stabbing
 - Dispatched to 689 Washington St in Downtown Crossing instead of 689 Washington St in Dorchester
 - 14 minute delay

Boston Globe, March 14, 2008

Our Problem

Wave File

The Problem

- 22 duplicate streets (50% of all in MA)
- 767 Residences
- 26 Commercial properties
- One large, one small
 - Charles St.
 - Auburrdale 34 residential, 4 commercial
 - Highlands: 4 residential, 0 commercial
- 206 residences affected if smaller changed

Why Technology Won't Fix This?

- Land-line
 - Screen does not identify village
 - Duplicate numbers exist
 - Dispatcher must choose street
- Cell Phone
 - Unreliable GPS capability
 - GPS technology not universally available

CALL INFORMATION REPORT

Date/Time: 2/9/2012 7:46:16 AM **User Name:** mciccone_ct

Console ID: 3107 **User ACD Code:** 1022##

Calling Number: (617) ~~964-1881~~

ALI:

207
VOIP 07:46 02/09
(617) 964-~~1881~~ COID=TRDO
~~0207-1881~~
~~1881~~
NORTH ST

NEWTON MA
COID = OOMA
ESN=313 MTN:617-211-0268
LAT:+042.363603 LON:-071.218722
ELV:+00000COF:0 COP:000

NEWTON PD
NEWTON FD
CHAULK AMB

NOTES:

TTY:

CALL HISTORY:

2/9/2012 7:46:16 AM

CALL INFORMATION REPORT

Date/Time: 2/9/2012 12:37:41 AM **User Name:** TTaylor_fd

Console ID: 3104 **User ACD Code:** 1353##

Calling Number: (617) ~~332-1698~~

ALI:

204
RESD 00:37 02/09
(617) ~~332-1698~~ COID=VERIZ
~~WINSTON, MA~~
~~##~~
UPLAND RD

NEW MA

ESN=313 MTN:617-332-1698
LAT: LON:
ELV: COF: COP:

NEWTON PD
NEWTON FD
CHAULK AMB

NOTES:

TTY:

CALL HISTORY:

2/9/2012 12:37:41 AM

CALL INFORMATION REPORT

Date/Time: 3/5/2012 4:25:47 PM **User Name:** LMcGerigle_sup

Console ID: 3107 **User ACD Code:** 5561##

Calling Number: (617) ~~527-2733~~

ALI:

207
RESD 16:25 03/05
(617) ~~527-2733~~ COID=VERIZ
~~NEWTON PD~~

~~10~~
PLEASANT

FLR 2 FLR 2
NEWTON MA

ESN=313 MTN:617-527-2733
LAT: LON:
ELV: COF: COP:

NEWTON PD
NEWTON FD
CHAULK AMB

NOTES:

TTY:

CALL HISTORY:

3/5/2012 4:25:47 PM

Telephone Communication

- Current
 - 75% landline
 - 24% cellular
- Future
 - Cellular use is growing
 - Voice over IP (VoIP) is growing (even less reliable)



REACTIONS?



SETTI D. WARREN
MAYOR

City of Newton, Massachusetts
Office of the Mayor

#172-12

Telephone
(617) 796-1100

Facsimile
(617) 796-1113

TDD/TTY
(617) 796-1089

E-mail
swarren@newtonma.gov

May 29, 2012

Honorable Board of Aldermen
Newton City Hall
1000 Commonwealth Avenue
Newton, MA 02459

Ladies and Gentlemen:

I write to request that your Honorable Board docket for consideration a request to transfer the sum of \$55,000 from Acct # 0121002-513001 Fire/Rescue Overtime to fund the purchase of Kronos' Telestaff rules-based workforce scheduling, communications based software for the Fire Department.

Currently the Fire Department schedules all overtime, minimum manning and shift coverage manually, leading errors in shift rotation and union grievances. It is our expectation that these problems will be minimized with the addition of this software. I have attached the 'cut sheet' for your information.

Thank you for your consideration of this matter.

Very truly yours,

Setti D. Warren
Mayor

RECEIVED
Newton City Clerk
2012 MAY 29 PM 5: 20
David A. Olson, CMC
Newton, MA 02459

1000 Commonwealth Avenue Newton, Massachusetts 02459

www.newtonma.gov



DEDICATED TO COMMUNITY EXCELLENCE



Estimated Solution Investment Summary

TeleStaff Solutions Group
50 Corporate Park, Irvine, CA 92606
Telephone: 1-800-850-7374

Date Created: Monday, May 07, 2012
Expiration Date: July 1st 2012

Estimate Prepared For: Newton Fire Department, MA

Sales Representative: Shannon Dubois
Inside Sales Rep
Order Type:

Contact Info:
Name: Chief Proia
Phone: 0
Email: 0

Customer SID#:

Product Description	License Capacity / Billing		Unit Price	Investment	Maintenance
	Role				
TeleStaff Software Components					
TeleStaff Enterprise v2	200		\$ 140	\$ 28,000	
TeleStaff Auctions v2	200		\$ 50	\$ 10,000	
TeleStaff Web Access (Customer Hosted)	0		\$ 50	\$ -	
TeleStaff Gateway Manager v2	0		\$ 5,000	\$ -	
TeleStaff Reporting v2	0		\$ 5,000	\$ -	
TeleStaff Web Timecard v2	0		\$ 2,500	\$ -	
Discount				\$ (11,400)	
Total Investment for Software Solution				\$ 26,600	\$ 6,650

3rd Party Components	Units		Unit Price	Investment	Maintenance
	Role				
Sybase License v2 (Base Server License)	1		\$ 125	\$ 125	\$ -
Sybase License v2 (Concurrent License)	3		\$ 125	\$ 375	\$ -
Dongle 4 Port	1		\$ 900	\$ 900	\$ -
Dongle 8 Port	0		\$ 1,500	\$ -	\$ -
Dongle 12 Port	0		\$ 2,100	\$ -	\$ -
3rd Party Total				\$ 1,400	\$ -

Professional Services	Hours		Unit Price	Investment	Maintenance
	Role				
Baseline Deployment Services	Fixed per SOW		\$ -	\$ 10,308	Fixed Fee
Add On Deployment Services	Fixed per SOW		\$ -	\$ 380	Fixed Fee
Professional Services Total				\$ 10,688	

Solution Development	Hours		Unit Price	Investment	Maintenance
	Role				
Custom Services	Fixed per SOW		\$ -	\$ -	Fixed Fee
Solution Development Total				\$ -	

Auctions Configuration	Hours		Unit Price	Investment	Maintenance
	Role				
Vacation	Fixed per SOW		\$ -	\$ 1,500	Fixed Fee
Position/Shift	Fixed per SOW		\$ -	\$ -	Fixed Fee
Roster/Workcode/OT/Special Event	Fixed per SOW		\$ -	\$ -	Fixed Fee
Auctions Configuration Total				\$ 1,500	

Optional Professional Services	Hours		Unit Price	Investment	Maintenance
	Role				
Advanced Configuration	Fixed per SOW		\$ -	\$ 13,750	Fixed Fee
Optional Services Total				\$ 13,750	

Subscription Services	Hours		Unit Price	Investment	Maintenance
	Role				
Hosted Web Access			\$ -	\$ -	\$ 2,744
Subscription Services Total				\$ -	\$ 2,744

Investment Summary	
TeleStaff Software = \$	26,600
3rd Party Components = \$	1,400
Annual Maintenance Cost = \$	-
Professional Services = \$	10,688
Auctions Configuration = \$	1,500
Optional Professional Services = \$	13,750
Solution Development = \$	-
Total Initial Solution Cost = \$	53,938
Subscription Services = \$	2,744
Annual Maintenance = \$	6,650
Annual Recurring Costs = \$	9,394

Billed annually in advance beginning on 1st renewal of maintenance date



Kronos TeleStaff Features and Benefits

DATASHEET

KRONOS TELESTAFF IS:

- Workforce scheduling
- Emergency deployment
- Communication
- Time management
- Integration

WITH KRONOS TELESTAFF YOU CAN:

- Control labor costs
- Minimize compliance risk
- Improve workforce productivity
- Open the lines of communication

Optimized Scheduling, Deployment, and Communication. That's Kronos TeleStaff.

Every mission starts with finding, qualifying, contacting, and deploying first responders and other critical resources. And manual, paper-based systems won't get the job done. They waste valuable time, energy, and money. Contribute to compliance risks. And hinder reliable and accurate communications. But with Kronos® TeleStaff™, these problems are a thing of the past.

Kronos TeleStaff pairs rules-based scheduling with communication capabilities to optimize on-scene arrival. Whether it is staffing the daily roster, deploying for a major disaster, coordinating off-duty work, or managing employee time, Kronos TeleStaff is uniquely designed to deliver. With this time-tested solution, you gain workforce scheduling features unlike any other vendor offering in the public safety and utilities markets.

Features	Benefits
Scheduling/Roster	
Pre-builds schedules and rosters	Makes creating schedules and rosters based on shift requirements quick and easy
Delivers comprehensive employee scheduling	Empowers managers to effortlessly staff employees to positions and shifts, even in the most complex scheduling environments
Provides a real-time daily roster	Displays in real time who is working a regular-duty shift (plus any working or nonworking exceptions, such as overtime, training, sick leave, vacation, etc.), and provides an at-a-glance view of employee qualifications and certifications
Supports many organization levels	Maintains all organizational scheduling data within a single solution, leading to greater collaboration among departments and increased productivity across the entire organization
Tracks employee certifications and qualifications	Helps managers track necessary data for proper staffing and helps ensure compliance
Automatically generates staffing alarms when staffing levels fall below requirements	Helps ensure that proper coverage is maintained
Offers a multi-user solution	Supports an unlimited number of users and can assign permission and security levels for individuals or groups
Provides web interface	Provides employees web access to the most commonly used features, allowing access to their schedules and the ability to expedite work tasks anytime, anywhere

Kronos TeleStaff Features and Benefits

Features	Benefits
Employs patented rules-based staffing engine	Automates the most complicated scheduling rules, saving significant time and effort
Relays scheduling communications automatically	Saves valuable time for managers by generating schedule-driven notifications to employees (who can be prompted to respond) by touch-tone phone, text, email, intranet, and internet
Supports different union or business rules for various departments, groups, or scenarios	Helps ensure scheduling compliance while offering the utmost flexibility
Validates staffing decisions against rules	Consistently applies rules when scheduling employees, granting leave, or processing time-off requests, helping ensure compliance
Supports multiple shifts, rotating posts, positions, future assignments, and promotions	Allows staffing personnel and employees to view current and future schedules based on shift or assignment changes that will occur
Allows employees to indicate the days, shifts, or events for which they are available to work extra-duty assignments	Simplifies staffing extra-duty work and assignments by allowing employees greater control over their schedules while improving morale
Automatically assigns shifts and staffs employees for work	Saves valuable time helping managers assign shifts, automatically considering availability, skills, time off, and more
Allows employees to submit time-off requests via touch-tone phone, intranet, or internet	Streamlines the workflow for employee requests and approvals based on policies and business culture, and saves employees and managers countless hours by automating requests and approvals while enforcing policies and rules
Finds and contacts employees to fulfill staffing needs	Virtually eliminates manual outbound staff scheduling calls and allows for concurrent calls to be conducted
Offers real-time view of past, present, and future scheduling data and other relevant staffing details	Allows users access to the most up-to-date scheduling data at all times throughout the day
Schedules employees to secondary employment	Offers a full view of the organization's staffing at all times for planned and unplanned event staffing
Displays schedules by employee, department, shift, day, week, month, and year and into the future	Flexible roster views make it easy to access necessary specific staffing data fast
Identifies and avoids overstaffing	Eliminates costly scheduling errors
Supports "can act as" staffing	Saves costs by staffing positions with personnel who have multiple abilities
Manages shift, assignment, and vacation bid processes*	Eliminates manual bid processes and helps employees balance work and personal life priorities, as they have more control over their work and vacation schedules
Offers a fast-find capability for people and groups	Easily locates specific employees or groups in just a few clicks
Provides drag-and-drop capabilities	Easily moves employees and reassigns shifts instantly
Maintains in-depth employee profiles	Keeps data such as ID, shift, contact methods, pay rate, seniority, attributes, DOB, and much more on each employee record

Kronos TeleStaff Features and Benefits

Features	Benefits
Notification	
Integrates built-in communication capabilities with scheduling functionality	Eliminates manual phone calls and expedites scheduling of employees, requiring no additional effort by managers
Tracks multiple contact numbers and methods	Offers flexible communication methods for staffing positions and relaying other work information
Makes the right contact based on the situation	Allows for the right staff members to be contacted in the right order and staffed for virtually any situation
Supports bidirectional exchange of information	Allows employees to can accept/deny work and make requests by phone
Sends communications to employees relating to work offers to fill vacancies, emergency recall, assignment changes, and other activities or events	Improves operational effectiveness by automating communications, linking scheduling-driven data, and relaying important messages pertaining to work, helping ensure compliance and appropriate staffing
Allows employees to specify contact methods	Ensures best contact method and receipt of notification
Captures and reports sent notifications and employee responses	Confirms receipt of all outbound messages via a time and date stamp for auditing purposes
Sends custom messages on the fly	Communicates information rapidly to specific groups, employees, or the entire organization by touch-tone phone, text, email, intranet, and internet
Overtime	
Automatically assigns overtime positions based on rules, reducing risk of noncompliance	Balances rules, employee schedules, and organizational needs when making overtime staffing decisions
Automatically validates staffing decisions	Consistently applies overtime rules when scheduling employees, granting leave, or processing time-off requests
Identifies who's eligible for overtime	Displays who is off duty, not fatigued, can be held over, or has signed up, ensuring accurate staffing
Creates entitlement lists	Generates lists based on unlimited entitlement variables
Notifies in entitlement order	Offers work fairly and by entitlement rules, helping to ensure compliance
Offers overtime by touch-tone phone, email, text, intranet, and internet	Ensures overtime positions are filled efficiently
Tracks overtime activity	Tracks all overtime actions by employee for audit purposes
Allows employee overtime sign-up	Improves morale by empowering employees; saves time and expedites staffing
Pre-approves or suppresses overtime	Helps control labor costs
Tracks overtime labor hours by work codes	Instantly shows number of hours worked per employee, department, and organization by user-defined work codes

Kronos TeleStaff Features and Benefits

Features	Benefits
Emergency Response	
Finds and contacts employees by touch-tone phone, text, email, intranet, and internet	Uses multiple communication methods for faster scheduling and deployment
Automatically backfills vacant positions	Maintains staffing levels during emergency response
Supports command post scheduling via the web	Manages staff and scheduling at the scene
Allows for custom messaging	Sends instant communications such as incident and situational updates to employees
Tracks hours related to emergency response and pre-populates built-in FEMA reporting module	Expedites reimbursement processes with government agencies, including FEMA for declared emergencies
Tracking of Time and Leave	
Manages complex leave and benefit accruals	Automates functions relating to time tracking, leave, and accruals by delivering an end-to-end manager and employee self-service system that expedites approvals, maintains staffing coverage, and allows organizations to easily measure how time is spent, so it can be efficiently managed and justified at all times
Uses unlimited work codes	Manages organization-defined working and nonworking codes such as overtime, vacation, move-ups, shift-differential pay, time trades, and more; accurately tracks codes within a centralized system
Calculates and tracks time balances of unused time, time off, comp time, sick time, vacation, and leave	Easily recognizes absence trends and patterns, and applies rules to decisions regarding time away from work
Incorporates compliance regulations via rules	Maintains compliance with federal and state labor laws, collective bargaining agreements, and other organization policies
Supports unique leave policies	Automatically enforces leave and time-off rules through customer-specific product configuration
Tracks and logs all leave and time-off events	Provides audit trail in event of grievance or audit
Provides employee and manager self-service	Provides access to real-time leave balances, minimizes requests to managers, and increases employee satisfaction
Delivers self-service reporting	Employees have access to their own personal history reports that detail time and accrual bank activity; provides several standard reports
Produces operational labor and cost reports	Displays trends and helps monitor employees' time and leave events, as well as where labor costs are spent and why, for greater workforce insight

Kronos TeleStaff Features and Benefits

Features	Benefits
Compliance	
Supports user-defined compliance rules	Incorporates rules associated with collective bargaining agreements, regulations, and policies for enforced compliance
Applies rules when making staffing decisions	Consistently validates staffing decisions against rules when granting leave and processing time-off requests
Creates structured staffing and approval processes	Encourages adherence to a framework of practices for your workforce while defining roles and responsibilities for scheduling decision makers
Tracks every scheduling event	Offers an audit trail showing every transaction within the system
Self-Service	
Provides employee self-serve access	Using a touch-tone phone, intranet, or internet, employees process requests, review notifications and messages, view schedules, and change profile information, based on authority level
Supports configured roles-based security	Allows organizations to define responsibilities for groups and individuals according to hierarchy and user responsibilities
Provides user access by touch-tone phone, intranet, and internet	Gives flexible system access points from anywhere, at anytime
Allows employees to sign up for overtime	Enables supervisors to approve or deny in one system; improves employee satisfaction
Allows employees to enter work preferences	Helps employees balance work and personal life priorities, and ensures correct staffing
Allows employees to conduct shift trades	Leverages scheduling tasks and improves employee satisfaction
Timecards	
Enables web-based time collection and management	Provides anytime, anywhere access, allowing employees to submit time with flexibility
Allows supervisors to approve or reroute timecards online	Makes it easier and more efficient to manage, approve, and submit time because actions occur within an online, centralized system
Automates timecard workflow	Allows organizations to define authority levels and incorporate business rules, ensuring accuracy and adherence to approval hierarchy
Offers standard or project-based timecards	Supports configurable timecards for specific employees, groups, or departments with ease
Integrates with TeleStaff and exports data to virtually any third-party payroll system	Provides seamless transfers of critical payroll-related data, eliminating redundant data entry while ensuring accuracy
Employs electronic signatures	Eliminates the use of paper and provides an electronic record of the approved time
Tracks when and who made changes	Delivers a complete audit trail
Utilizes leading-edge security architecture	Safeguards sensitive time data

Kronos TeleStaff Features and Benefits

Features	Benefits
Integration	
Integrates with third-party CAD and RMS solutions	Automatically or on demand transfers roster data, eliminating redundant data entry and ensuring accuracy
Integrates with third-party HR/payroll solutions	Finalizes pay reports, which can be transferred in dozens of formats to be sent automatically or on demand to payroll systems; accepts data from HR systems, including employee information, accrual balances, certifications, and more, eliminating redundant data entry and reducing errors
Integrates with third-party time and labor management solutions	Automatically or on demand populates an organization's time and labor management system so that punch, swipe, or other login data can be compared against the most current schedule; no-show, overtime, and other relevant data can be accepted from the time and labor system so that attendance data remains synchronized
Services and Support	
Delivers accelerated implementation and deployment	Delivers a uniquely tailored solution within 90 days from project kickoff for a faster return on investment
Provides extensive training services	Offers vendor-hosted, web-based, or on-site training services
Offers 24/7/365 technical support	Provides access to highly trained and dedicated product support specialists around the clock via a toll-free support line
Reporting	
Offers extensive labor and management reports	Provides 10 standard reports that analyze a variety of dynamic information relating to labor data and costs for better decision making and in-depth insight into operations
Continually records a database of scheduling activities and events	Captures real-time organizational scheduling data, maintaining a comprehensive archive for auditing purposes
Allows reports to be viewed, shared, printed, or emailed on demand	Gives flexibility in obtaining and viewing reports
Contains FEMA report module	Expedites recovery of reimbursement funds for FEMA-declared emergencies
Provides Custom Reporting module*	Expands reporting capabilities beyond canned reports

*Automated Bidding and Custom Reporting are add-on modules.



TIME & ATTENDANCE

SCHEDULING

ABSENCE MANAGEMENT

HR & PAYROLL

HIRING

LABOR ANALYTICS

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More information about Kronos customer success stories may be found at www.kronos.com/resources.

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Danielle Delaney

Date sent: **Wed, 6 Jun 2012 15:43:06 -0400**
Subject: **Traffic Council Policy #3: prioritization of on-street parking
and bicycle lanes**
From: **Adam Peller <peller@gmail.com>**
To: **acicconejr@newtonma.gov,
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gtanswiston@newtonma.gov,
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dkalis@newtonma.gov**
Copies to: **ddelaney@newtonma.gov**

To the members of the Public Safety and Transportation committee:

I hope you will all support the proposed Traffic Council Policy #3, in adherence to the vision in Newton's comprehensive plan and to help fulfill the TAC recommendations to follow Complete Streets principles. This policy will provide guidance to create a bicycle infrastructure, balanced with explicit consideration of all the various competing factors for street use. The policy is sensitive to parking needs, particularly in village centers where demand is high. Each street is different, and each case will be considered based on its own merits. Our streets are a public resource, and we must consider the needs of all road users, including motorists, pedestrians, bicyclists and abutters.

Adam Peller
Member, Transportation Advisory Group

Traffic Council Policy 3:
Prioritization of On-Street Parking and Bicycle lanes (*DRAFT*)

Date Adopted: XXXXXXXXXXXX XX, 20XX

As defined by City ordinance, it is the purpose of the Traffic Council to take action on requests for site-specific changes to parking and traffic regulations. The Traffic Council aims to be fair and consistent in its decisions when similar situations present themselves and, over time, its actions have evolved into some implicit policies. The most frequently observed policies relating to requests for removal of parking to accommodate bicycle lanes are listed below and are to be used as guidelines for the future. Members of Traffic Council hope that this information offers guidance to the public, Board members, and staff as it affects projects or proposals they may consider.

BACKGROUND

The Newton Comprehensive Plan, adopted by the Newton Board of Aldermen on November 19, 2007, called for reducing reliance on auto driving and supporting a full range of travel modes, including walking, cycling, carpooling and taking transit. The Plan specified that "bicycles are considered an integral part of the transportation mode mix, and the design of the streets and sidewalks includes appropriate facilities for them."

The Transportation Advisory Committee (TAC), in their Transportation Advisory Committee Recommendations to Mayor Setti D. Warren November 17, 2011, subsequently endorsed by the Mayor, calls for the City to adopt a Complete Streets Policy, where all users, not just motorists, must be taken into consideration in the design and redesign of our street network. The TAC recommended that the Department of Public Works, Traffic Council, and the Board of Aldermen support a greatly expanded bicycle infrastructure, with at least 20 miles of bicycle lanes or other specific roadway accommodations to be implemented by 2015. The policy statement, shown below, is intended to act as a reference in those cases where street width does not allow both parking and bicycle lanes, and where parking demand is low. The policy does not preclude the removal of parking within an area of moderate or heavy parking usage, so to create new or improved bicycle lanes.

POLICY STATEMENT

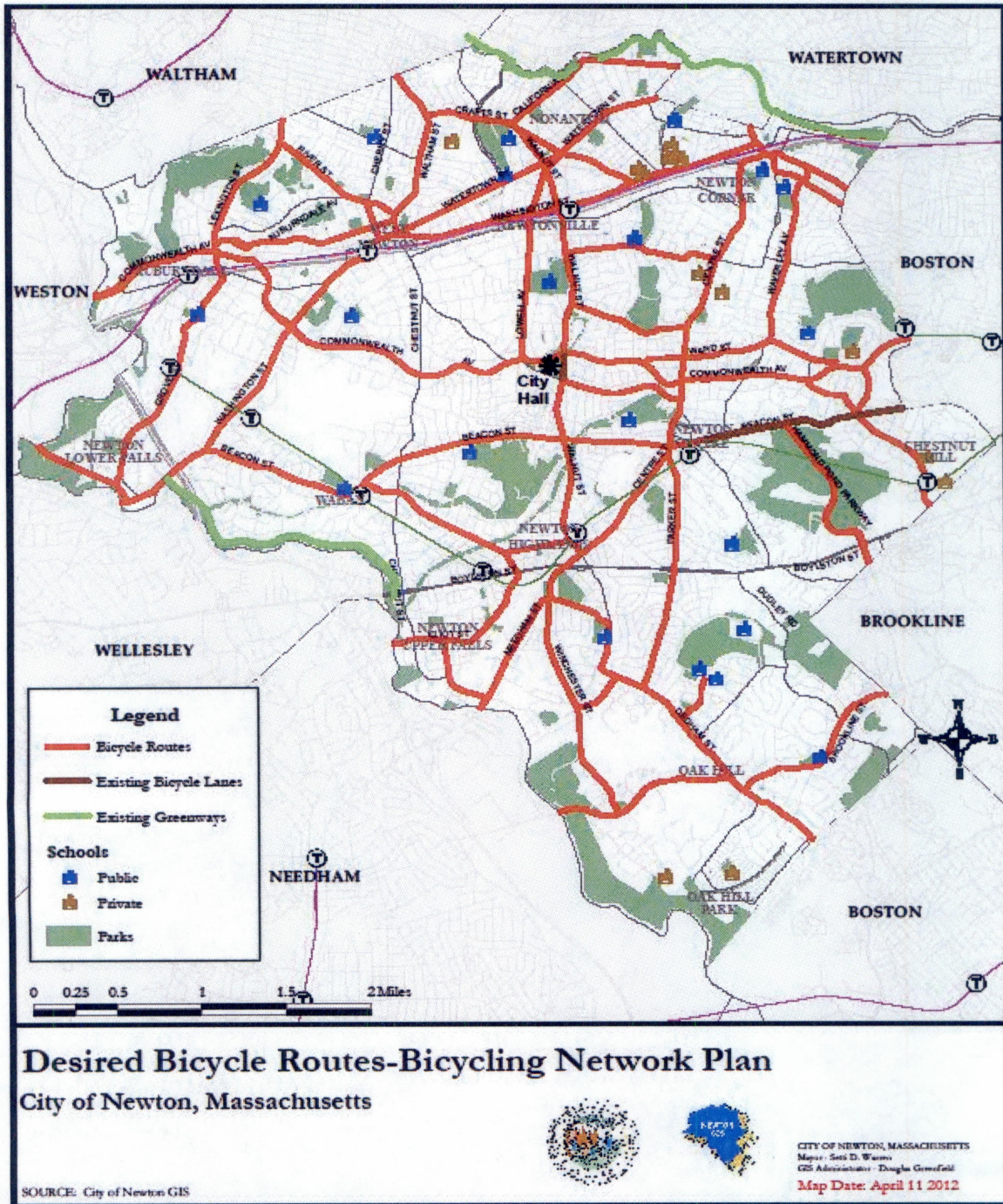
To implement the goals described above, and in order to continue to improve Newton's bicycle infrastructure, it will be a Traffic Council policy to favor the restriction of on-street parking so to implement bicycle lanes on those streets referenced in the current Newton Bicycle Plan, in those cases where parking demand is low. In Village Centers and in areas where parking usage is moderate or heavy, Traffic Council members shall consider factors such as the Newton Bicycle Plan, connectivity between key destinations, and alternative parking locations, in addition to street widths, volume, safety and other concerns.

This policy should not be considered to be a directive or mandate. While this policy intends to create baseline support among Traffic Council members to vote in favor of implementing

06-06-12
David Koses

bicycle lanes cited in the Newton Bicycle Master Plan and in certain other locations, Traffic Council will continue to gather comments from residents, elected officials and other interested parties. Only after careful consideration of the aforementioned Citywide goals and all relevant and site-specific information provided, will each member of Traffic Council determine his or her final vote.

VII. DESIRED BICYCLE ROUTES MAP



Traffic Council Policy 3:
Prioritization of On-Street Parking and Bicycle lanes (*D R A F T*)

Date Adopted: XXXXXXXXXXXX XX, 20XX

As defined by City ordinance, it is the purpose of the Traffic Council to take action on requests for site-specific changes to parking and traffic regulations. The Traffic Council aims to be fair and consistent in its decisions when similar situations present themselves and, over time, its actions have evolved into some implicit policies. The most frequently observed policies relating to requests for removal of parking to accommodate bicycle lanes are listed below and are to be used as guidelines for the future. Members of Traffic Council hope that this information offers guidance to the public, Board members, and staff as it affects projects or proposals they may consider.

BACKGROUND

The Newton Comprehensive Plan, adopted by the Newton Board of Aldermen on November 19, 2007, called for reducing reliance on auto driving and supporting a full range of travel modes, including walking, cycling, carpooling and taking transit. The Plan specified that “bicycles are considered an integral part of the transportation mode mix, and the design of the streets and sidewalks includes appropriate facilities for them.”

The Transportation Advisory Committee (TAC), in their Transportation Advisory Committee Recommendations to Mayor Setti D. Warren November 17, 2011, subsequently endorsed by the Mayor, calls for the City to adopt a Complete Streets Policy, where all users, not just motorists, must be taken into consideration in the design and redesign of our street network. The TAC recommended that the Department of Public Works, Traffic Council, and the Board of Aldermen support a greatly expanded bicycle infrastructure, with at least 20 miles of bicycle lanes or other specific roadway accommodations to be implemented by 2015. The policy statement, shown below, is intended to act as a reference in those cases where street width does not allow both parking and bicycle lanes, and where parking demand is low. The policy does not preclude the removal of parking within an area of moderate or heavy parking usage, so to create new or improved bicycle lanes.

POLICY STATEMENT

To implement the goals described above, and in order to continue to improve Newton’s bicycle infrastructure, it will be a Traffic Council policy to favor the restriction of on-street parking so to implement bicycle lanes on those streets referenced in the approved Newton Bicycle Plan¹, in those cases where parking demand is low. In Village Centers and in areas where parking usage is moderate or heavy, Traffic Council members shall consider factors such as the Newton Bicycle Plan, connectivity between key destinations, and alternative parking locations, in addition to street widths, volume, safety and other concerns.

¹ Newton Bicycle Plan has not been approved as of April 25, 2012.

This policy should not be considered to be a directive or mandate. While this policy intends to create baseline support among Traffic Council members to vote in favor of implementing bicycle lanes cited in the Newton Bicycle Master Plan and in certain other locations, Traffic Council will continue to gather comments from residents, elected officials and other interested parties. Only after careful consideration of the aforementioned Citywide goals and all relevant and site-specific information provided, will each member of Traffic Council determine his or her final vote.